

# Nicholas Reilly

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[GitHub](#) | [LinkedIn](#)

## EDUCATION

### Software Engineering Technology

Conestoga College

Sep 2024 – Apr 2027

Waterloo, ON

### Information Technology Foundations

Conestoga College

Sep 2019 - Apr 2020

Cambridge, ON

## SKILLS

**Languages** Python | C++ | C# | JavaScript | HTML | CSS | PHP | PowerShell | ASP | VB.NET  
**Databases** PostgreSQL | Oracle SQL | Microsoft SQL Server |  
**Technologies** Docker | Azure AD | Kubernetes | Azure DevOps | Git | Visual Studio | Eclipse | VMWare  
**Frameworks** .NET | .NET Core | ASP.NET

## EXPERIENCE

### Region of Waterloo

Mar 2023 - Present

ITS Support Consultant

Waterloo, ON

- Provided technical support to local and remote staff, resolving hardware and software issues across platforms and maintaining a high standard of IT service.
- Managed and administered accounts for Microsoft Exchange, Office and Teams; performed file and e-mail restorations as needed.
- Conducted regular on-site maintenance visits, proactively identifying potential issues and implementing preventative measures.
- Configured, supported, and advised on mobile device usage from account setup to software installations.
- Collaborated with supervisors to implement new technologies and recommend automation strategies.
- Created and maintained knowledge-based documentation for recurring issues to streamline troubleshooting process
- Developed and tested standardized and custom PC images for efficient deployment ensuring compliance with licensing policies and maintaining asset inventory.

### Wellington Healthcare Alliance

Nov 2022 – Mar 2023

Junior System Administrator

Fergus, ON

- Analyzed and managed network security across three hospital sites, compiling and troubleshooting network logs and collaborating on issue resolution.
- Oversaw the procurement, configuration and monitoring of door security panels and lighting infrastructure to ensure operational integrity.
- Presented solutions for hospital IT challenges, collaborating closely with stakeholders to support automation, new hardware deployment, and system evaluations.
- Partnered with help desk staff to test and evaluate systems, ensuring smooth functionality prior to organization wide release.

### Apple

Aug 2017 – Nov 2022

Lead Technician

Waterloo, ON

- Handled complex technical escalations, achieving resolution and satisfaction for escalated customer cases.
- Led a team in maintaining repair standards, safety protocols, and providing hands on training on the latest repair procedures.
- Facilitated team communication and development, guiding professional conduct, performance expectations and safety compliance.
- Supported operations by ensuring balanced cash registers, assisting sales staff in meeting targets and coordinating new hire onboarding and training.